

Billing and Financial Hardship

We have temporarily suspended all service disconnections for non-payment. We know our customers are concerned about their families, and ensuring they have reliable utility service allows them to focus on staying healthy and well. We urge customers to make every effort to keep their accounts current during the period when disconnections are suspended. If you anticipate problems paying your utility bill, please contact us to discuss payment options.

Frequently Asked Questions About Disconnection Suspension

How long will the disconnection suspension last?

Due to the evolving nature of this pandemic and uncertainty around its impacts, we have not determined when service disconnections will resume. The suspension on disconnections is a temporary measure to provide short-term relief for customers. We're working with our partners at state and local levels to monitor conditions and ensure our actions are meeting the needs of our customers and our communities.

Will customers have to pay for utility service used during emergency?

Yes, customers are still responsible for all billed utilities. We urge customers to make every effort to keep their accounts current during the period when disconnections are suspended. If you anticipate problems paying your utility bill, please contact us to discuss payment options at 276-964-2566. We will work with you to set up payment arrangements and make appropriate accommodations. Keeping up with payment arrangements will ensure you remain in good standing and will remain connected once normal operations resume.

Why am I still receiving disconnect notices?

If you would normally be subject to disconnection, you may still receive disconnect notices even during the suspension. The notices are to inform you that a balance is due and will stress the importance of contacting us over the phone to work out payment arrangements. Keeping up to date on payment arrangements will allow you to maintain service when the suspension is over. Community action agencies also need disconnection notices to process social service assistance.

What happens when the suspension is over?

If you have made and kept up with payment arrangements, you will be considered to be "in good standing." If you did not make and keep current with payment arrangements and were subject to disconnection prior to the suspension, you will be subject to disconnection after the suspension is lifted. Our goal is to have no customer disconnected, and we will work with you to set up payment plans. Please contact us by phone if you have any questions or need assistance.

APPROVED BY RICHLANDS TOWN COUNCIL ON APRIL 14, 2020